

**Family Values Resource Institute, Inc.**

**Louisiana Alliance for Life  
Job Description**

**HOME BASED SERVICES COORDINATOR/ASSISTANT – Gail Hollins  
Direct Supervisor: Project Director**

- Complete all home-based health concerns forms.
- Provide health support to prenatal mothers as needed.
- Attend post –partial home visits as needed.
- Organize lead screening clinics.
- Update health handbook/calendar/ model health policies annually.
- Organize home-based dental service.
- Enter all home-based data into ChildPlus.
- Disseminate monthly reports as needed.
- Review all home-based files quarterly.
- Attend home-based socializations.
- Work closely with Mental Health staff to ensure services are implemented.
- Participate in home visits as necessary to address health concerns.
- Follow-up on all home-based children's health needs.
- Assist with staff trainings related to childhood health concerns annually.
- Organize heights and weights quarterly with home visitors.
- Complete hearing and vision screenings.
- Work with registered dietitian on children's nutritional concerns.
- Perform other duties as requested by supervisor.



**Family Values Resource Institute, Inc.  
Louisiana Alliance for Life  
Job Description**

**PUBLIC RELATIONS – Resource & Fund Development, LLC  
Direct Supervisor: Project Director**

- Develop Project Informational Brochure
- Develop Promotional Items
- Prepare Quarterly Newsletter
- Design and Post Billboards
- Develop messages for each subpopulation and conduct focus group sessions on messaging campaign



**Family Values Resource Institute, Inc.  
Louisiana Alliance for Life  
Job Description**

**EVALUATOR – Resource & Fund Development, LLC  
Direct Supervisor: Project Director**

- Identify Community Needs and Provide Information to Project Director in order to Coordinate Appropriate Services
- Conduct Evaluation (document outcomes, frequency of evaluation, what's covered in evaluation, number of evaluation, total number of sub contractors, strategies for meeting objectives, challenges in not meeting objectives)
- Prepare Forms for Pre and Post-Test
- Evaluate Trainings (document types of training, types of activities involved in training, # of hours of participation, total number of training hours, other participation)



**Family Values Resource Institute, Inc.**  
**Louisiana Alliance for Life**  
**Job Description**

**CLIENT SERVICES COORDINATOR/CLIENT CARE PROVIDER**

**Direct Supervisor: Project Director**

**Client Services Coordinator**, under the direction of the project director's immediate supervision, coordinates client services. Oversee the care of clients and maintaining relationships with them. Organizes, distributes and verifies the work of other client care staff and participates in their training. Acts as the resource person. Deals with client requests, enquiries and complaints.

Performs administrative duties when needed. Places orders and restocks of client services supplies. Recommends equipment and supply purchases to project director.

Utilizes all office equipment such as computer, calculator, telephone, fax machine, and photocopier.

Other duties include:

- Plan and assign workload to team members.
- Oversee daily workload to ensure timely deliveries
- Conduct performance evaluation of team members and provide appropriate feedbacks for improvements
- Provide client support services in timely and accurate manner

**Client Care Provider** provides direct service to clients. Oversee client's self-administered pregnancy test. Offers consultation, information, literature, referrals to programs and community resources to clients as appropriate. Follow-up with clients as appropriate. Receives hotline calls in home during prescribed hours. Makes appointments and provides phone consultations as appropriate: offers information, referrals to programs and community resources to clients as appropriate.

Provides other duties assigned as requested by project director.





**Family Values Resource Institute, Inc.**  
**Louisiana Alliance for Life**  
**Job Description**

**DATA ENTRY SPECIALIST/CLIENT CARE PROVIDER**

**Direct Supervisor: Project Director**

**Data Entry Specialist** operates keyboard or other data entry device to enter data into computer or disk for subsequent entry: Enters alphabetic, numeric, or symbolic data from source documents into computer, using data entry device, such as keyboard or optical scanner, and following format displayed on screen.

Compares data entered with source documents, or re-enters data in verification format on screen to detect errors. Deletes incorrectly entered data, and re-enters correct data. May compile, sort, and verify accuracy of data to be entered.

Other duties include:

- Compile, sort and organize data to be entered into the databases or electronic files.
- Input text and data from documents into spreadsheets, databases or electronic files.
- Input all sensitive data and accounting information into the databases and electronic files.
- Crosscheck and verify data keyed into the databases for accuracy
- Correct data incorrectly entered
- Maintain and update workflow record regarding work completed and work pending
- Assist other administrative staff in filing, xeroxing, typing and other tasks as necessary.

**Client Care Provider** provides direct service to clients. Oversee client's self-administered pregnancy test. Offers consultation, information, literature, referrals to programs and community resources to clients as appropriate. Follow-up with clients as appropriate. Receives hotline calls in home during prescribed hours. Makes appointments and provides phone consultations as appropriate: offers information, referrals to programs and community resources to clients as appropriate.

Provides other duties assigned as requested by project director.



**Family Values Resource Institute, Inc.**  
**Louisiana Alliance for Life**  
**Job Description**

**COMPLIANCE OFFICER**

**Direct Supervisor: Project Director**

**Compliance Officer** is involved in making sure that all policies and procedures are being accurately maintained and organized, and calling for changes when they need to be made. Compliance Officer also makes sure that when changes need to be made, they are, and that they're done so in a timely fashion. Must also have excellent written and verbal communication as well as computer skills.

Responsible for:

- implementing written policies, procedures, and standards of conduct
- conducting periodic risk assessments and response plans
- conducting internal monitoring and auditing
- responding promptly to detected offenses, developing corrective action, and reporting findings to the government via established channels

Other Duties Include:

- overseeing and monitoring the implementation of the compliance program
- reporting on a regular basis to the Project Director on the progress of implementation, and assisting these components in establishing methods to improve efficiency and quality of services, and to reduce the vulnerability to fraud, abuse, and waste
- periodically revising the program in light of changes in the needs of the organization, and policies and procedures
- developing, coordinating, and participating in educational and training that focuses on the elements of the compliance program, and seeks to ensure that all appropriate employees and management are knowledgeable of, and comply with, pertinent federal and state standards
- ensuring that staff and management are aware of the requirements of the compliance program with respect to coding and billing
- independently investigating and acting on matters related to compliance and any corrective actions with state and federal agencies, providers and sub-providers



**Family Values Resource Institute, Inc.  
Louisiana Alliance for Life  
Job Description**

**PROJECT ADMINISTRATOR – Michael Ferris  
Direct Supervisor: Project Director**

- Facilitate Subcontractor / Pre-Natal Care Coordination Scheduling
  - Recruitment/ Identification (document strategies, and process)
  - Screening (document process, documents utilized)
  - Eligibility (certification process, service plan development)
  - Monitoring (conduct on-site monthly audits/review, document process)
- Conduct Regular Follow-up with community and state service providers
- Identify Support Services
- Supervise Staff
- Meet with any and all state monitoring personnel for meetings that are announced or unannounced.



**Family Values Resource Institute, Inc.**  
**Louisiana Alliance for Life**  
**Job Description**

**EDUCATIONAL SPECIALIST/OUTREACH COORDINATOR**

**Direct Supervisor: Project Director**

**Educational Specialist** insures that the providers are trained in specific areas of core services and use various learning tools and products. Training includes FVRI policies and procedures as well as all compliance with State and Federal Regulations.

Additional duties include:

- Developing training programs for each core service—Healthy Childbirth, Full-term Pregnancy, Decision Making regarding Adoption or Parenting as an Alternative to Abortion, and Abstinence—on the following:
  - Benchmark Services
  - Best Practices
  - Provide and Document Training (types of trainings, number of trainings, activities covered, and outcomes achieved)
- Provide trainings on FVRI Policies and Procedures include: work rules and guidelines, employee disciplinary proceedings, program management guidelines, i.e., program hours, emergency procedures, preparation of meals, lesson planning, resolving participant's issues or challenges, emotional safety of clients and other participants, release of children, purchasing policy, and handling of money. Also provides safety and dress code.

**Outreach Coordinator** primary responsibilities are to build strategic relationships, conduct a variety of outreach activities, recruit and retain volunteers for the Women's Help Center and Louisiana Alliance for Life.

Duties Include:

- Create and implement annual outreach plan
- Work with Project Director and staff to develop marketing plans to recruit new volunteers and clients in line with program objectives.
- Recruit, place, retain and support volunteers
- Attend relevant community meetings; participate in relevant councils, roundtables and committees
- Schedule and personally conduct at least one presentation per month
- Maintain relationships with collaborative partners and cultivate new ones
- Coordinate special events including community health fairs, community baby showers, school and college events, community volunteering events, etc.
- Provides other duties assigned as requested by project director.





**Family Values Resource Institute, Inc.  
Louisiana Alliance for Life  
Job Description**

**PROJECT DIRECTOR – Barbara Thomas**

**Direct Supervisor: FVRI Board of Directors**

- Oversee the day-to-day fiscal and administrative operation of program.
- Travel to provider site(s) on a regular basis.
- Attend all conferences and trainings.
- Recommend and attend all trainings.
- Meet with any and all state monitoring personnel for meetings that are announced or unannounced.
- Work closely with Program Evaluation Team to ensure that the evaluation plan is implemented.
- Make sure that all necessary paperwork is turned in to the fiscal personnel to assure that reimbursements are submitted in a timely manner.
- Manage any and all other matters pertaining to the stability of the entire program.
- Develop Coalition / Partnership Development and Management





## Resumes





## **Barbara Thomas**

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Post Office Box 74005  
Baton Rouge, Louisiana 70874  
(225) 355-8856 / (225) 324-7013  
barbarat@family-values.org

### **WORK EXPERIENCE**

#### **Family Values Resource Institute, Inc. – President/CEO**

April 1998 –Present

- Planning and implementation of organization from the ground up.
- Oversee entire organization including staffing, training, accounting, fundraising, donor relations, programming, etc.
- Develop a viable organizational structure to utilize staff and volunteers in meeting the goals and objectives of the organization. This includes screening, scheduling, and delegating tasks.
- Assess the need for staff and volunteer training and on-going in-service education and to plan and provide training.
- Provide on-going supervision and support of staff and volunteers, and evaluate staff and volunteer performance.
- Maintain contact with agencies, churches, businesses, and other community organizations that refer students/clients to or accept referrals from other agencies.
- Represent the organization to agencies, churches, businesses, civic organizations, reporters and other representatives on the media and public at large.
- Formulate operational policies and procedures necessary for consistent operation of the organization.
- Ensure that accurate records and statistics are kept and that statistical reports are compiled.
- Prepare monthly and annual reports of the operation of the organization for the Board of Directors.

#### **Women's Help Center – Executive Director**

January 1991 to April 1998

- Planning and implementation of organization from the ground up.
- Oversee entire organization including staffing, training, accounting, fundraising, donor relations, programming, capital campaign project, etc.
- My responsibility was to carry out all duties of the primary administrator as prescribed by the Board of Directors.

#### **Women's Crisis Center – November 1985 – December 1990**



- Served as volunteer peer and crisis intervention counselor to women and teenage girls
- Administered pregnancy tests
- Assisted with clerical and administrative duties
- Ran clinical errands and ordered supplies/inventory
- Limited accounts receivables and payables
- Assisted with training seminars
- Provided lectures, seminars and workshops to youth groups, women's group, churches and other organizations on various subjects dealing with women and teenage girls.

#### **LIFE WORK**

- Has traveled to Johannesburg, South Africa to provide instruction and training on setting up pregnancy help centers.
- Has provided instruction and training for new pregnancy help centers in Ethel, Port Allen, and Baton Rouge; and Jackson, Mississippi.
- Currently serves on the National Board of Directors for LEARN, Inc. (Life Education and Resource Network).
- Has over 35 years of experience with issues concerning youth, women and children.
- Has provided lectures on numerous topics to women's groups, youth groups, churches, etc.
- Has appeared on numerous TV and radio interviews.
- Was a past member of TOP Ladies of Distinction, Nonpareil Chapter, Baton Rouge.
- Received Top Ladies of Distinction's "*Sterling Silver Award*" for the Status of Women.
- Was chosen as an Honorary State Representative by then Representative Melvin "Kip" Holden
- Ran for State Representative of District 63
- Elected to the Louisiana Republican State Central Committee
- Serves as 1st Vice President of the Republican Women of Baton Rouge
- Serves as Board Vice President of the Baton Rouge Right to Life Chapter
- Is a licensed minister and active member of her church, Jubilee Christian Center

#### **EDUCATION**

- High School plus Associate Degree





# Michael A. Ferris

17714 Nine Oaks Avenue  
Baton Rouge, LA 70817  
225.755.0218



## Education

- 2000 – 2002      Andersonville Theological Seminary      Camellia, GA  
Doctoral degree in Theology  
Graduated Suma Cum Laude – 4.0 GPA
- 1996 – 1998      Andersonville Baptist Seminary      Camellia, GA
- Masters in Religious Education
  - Graduated Summa Cum Laude – 4.0 GPA
- 1986 – 1988      Jimmy Swaggart Bible College      Baton Rouge, LA
- Double Major Bachelors of Science
  - Biblical Studies and Pastoral Studies
  - Minor in Missions
  - Graduated Summa Cum Laude – 3.9 GPA
- 1981 – 1983      Westfield State College / IBM      Westfield, MA
- Certificate in Computer Science
- 1972 – 1974      University of Maryland      Munich, West Germany
- Associate Degree

## Work experience

- 2004 – Present      East Baton Rouge School System      Baton Rouge, LA
- Director/Educator**
- Started and direct two Adult Learning Centers for the East Baton Rouge Parish School System.
  - I am responsible for all administrative duties of a school as well as teaching and preparing the students to obtain their GED.
  - There are approximately 1000 students between both centers.
- 2002-2004      Caring to Love Ministries      Baton Rouge, LA
- Administrator**
- Administrated a 1.5 million dollar federal grant for Crisis Pregnancy Centers throughout the state of Louisiana
  - There were 20 Pregnancy Centers involved in this statewide project
  - I was responsible for everything from OSHA and medical regulations to policy, law, training, advertising, and disbursement of all funds.
- 1996 – 2002      Parkview Baptist High School      Baton Rouge, LA
- Educator**
- Taught one year 9<sup>th</sup>, one year 11<sup>th</sup>, and four years 12<sup>th</sup> grades
  - Bible, Philosophy, Ethics
  - Developed curriculum for 7<sup>th</sup>, 8<sup>th</sup>, 9<sup>th</sup>, 11<sup>th</sup>, and 12<sup>th</sup> grades



- Involved in much of the school's counseling
- Chairman of the Bible Department
- Head Wrestling Coach

1990 – 1996                      Lamar Corporation                      Baton Rouge, LA

**Manager**

- Managed and supervised the sign division
- Created and printed signs and billboards
- Dealt with customers and businesses throughout the U.S.

1990 – 1998                      Calvary Assembly                      Springfield, LA

**Senior Pastor**

- Performed all functions of a pastor
- From preaching, teaching, and financial responsibilities to counseling, hospital visitations, weddings, and funerals

**Ministry  
Experience**

- Traveled with a Christian band throughout the state of Florida ministering in prisons, rehabilitation centers, youth groups, churches
- College Campus leader in Munich, Germany
- Pastored a half German/English church in Bremerhaven, Germany
- On the board of Bethany Assembly of God Springfield, MA
- Have preached and lead many youth camps throughout the years
- Have lead many Bible studies and Bible classes throughout the years
- Have lead several missions trips throughout the world
- Have preached and evangelized in many countries
- Have held many seminars and series of meetings at churches throughout the United States
- Pastor and interim Pastor of several churches.
- Have taught and preached for many years at Healing Place Church and served in many capacities
- Have developed and taught the Bible curriculum at Healing Place Church School of Ministry since its conception 7 years ago.
- Professor at Elim School of Ministry
- Director of Elim Academy and a volunteer staff pastor in the church
- On the Board of Advisors for Luke 10:27 Church

**Ordination**

Credentialed with the Assemblies of God .. Ordained in 1987

**Family**

Married for 38 years with four grown children

**Interests**

Developing and mentoring those called into the ministry, training and education, reading, research, guitar, drums, music

**Volunteer  
Experience**

Louisiana Family Forum, Healing Place Church, Woman's Help Center, Elim Community Church



# Chanell N. Thomas

mrschanell.thomas@gmail.com

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Baton Rouge, LA 70815  
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c: 646.642.2719

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## Qualifications Summary

Experienced **non-profit manager** with proven knowledge, skills and values in administering social service programs, including program planning and implementation, staff development and training, human resource management and supervision, and financial management.

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## Education

Columbia University, New York NY  
**Master of Science, Social Work**  
*Concentration: Social Enterprise Administration*  
*Field of Practice: World of Work*

May 2010

Syracuse University, Syracuse NY  
**Bachelor of Arts, Psychology**

May 2002

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## Professional Experience

FAMILY VALUES RESOURCE INSTITUTE INC., Baton Rouge LA

Oct 2010 - Present

### Deputy Director

- Work closely with the Executive Director to operate, develop, design, and improve internal systems that create and deliver FVRI services.
- Develop and implement development strategy which includes researching public and private grant sources; writing grant proposals and reporting to Board of Directors, foundations and funders as appropriate; developing and growing individual donor base; assisting in managing annual giving campaign.
- Supervise small team of employees, college interns and volunteers.
- Successfully developed and implemented a comprehensive volunteer management program, which includes recruitment, training, management protocols, job descriptions, time record management system, performance appraisal and evaluation, and a volunteer manual.
- In 2011 spearheaded and achieved national accreditation for the adult education program.

### Compliance Officer

- As administrator at lead agency, developed and implemented procedures and protocols to monitor 12 partner agencies in a 3 year state-funded initiative.
- Designed matrix and documentation to assess client services delivery and formulated services reimbursement fee structure each grant cycle.
- Provided technical assistance to partner agencies to share best practices and troubleshoot reporting dilemmas.

SEEDCO, New York, NY

Sep 2009 – Jul 2010

### Housing Counseling Intern

- Assisted in the management of Seedco's HUD Housing Counseling Network which consisted of providing technical assistance to and monitoring the progress of 48 sub-grantees across 14 states and the District of Columbia.
- Created a work plan and strategized proposed technical assistance activities according to Seedco's stated goals in its HUD Housing Application for FY'09-'10 grant period to ensure that the organization met its deliverables.
- Participated in HUD-related activities including program reporting, monitoring, financial oversight, data entry and follow up with sub-grantees.



**Professional Experience Continued**

TARRANT COUNTY SAMARITAN HOUSE, Fort Worth TX

Sep 2006 – Jul 2007

**Family Health & Education Coordinator**

- Autonomously planned, designed, implemented, and monitored successful programming to meet the emotional, educational and employability needs of people living with HIV/AIDS and their families.
- Facilitated agency and client access to community resources and support networks in an effort to maintain progress toward greater health and self-sufficiency.
- Increased community support through networking and promoting agency philosophy at business, educational, and civic meetings and conferences.

FOOD CHANGE, INC., *formerly CFRC*, New York NY

May 2004 – Jul 2006

**Senior Programs Manager, Community Kitchen**

- Directed and supervised Pantry, Family Meals, Ryan White, and Meals on Wheels staff to ensure courteous, efficient service to the consumers served at the Community Kitchen.
- Assisted the Director, Community Kitchen with providing direct service and technical assistance to programs with linkages to FoodChange, Inc.
- Served as a liaison between program management and senior management staff at the Community Kitchen.
- Maintained budgets using competitive purchasing procedures together with creative use of donated products through open and constant communication with program supervisors.
- Compiled and entered data to generate monthly reports as required by funders and Programs Director to meet the appropriate deadlines.

**Assistant Pantry Manager/Intake Specialist**

Apr 2003 – May 2004

- Conducted interviews and qualified prospective customers of the client choice food pantry.
- Issued referrals to social service agencies to clients who were in further need of assistance.
- Collected and compiled data for monthly reports.
- Supervised stockroom workers and pantry volunteers.





Angel Heath  
5173 Baker Blvd, Apt. D, Baker, La, 70714  
Cell Phone: (225)2265453- [captivesfree61@gmail.com](mailto:captivesfree61@gmail.com)

**Professional Summary:**

I am highly organized and detailed oriented in customer service with more than 10 years of experience supplying thorough, organized Administrative Support to Management and District Management. I have trained in one-year management, and 7 years of Women's Ministry. One year working with sexually abused children/ abusers.

**Skills:**

- Professional phone etiquette
- Excellent communication skills
- Articulate and well spoken
- Database management
- Customer service oriented
- Accurate and detailed
- Excellent planner and coordinator
- Works well under pressure
- Social media knowledge
- Appointment setting
- Team building
- Invoice processing
- Advanced clerical knowledge
- Conference Planning
- Employee training and development

**Work History**

**2016 to Current**

Women's Help Center/Family Values Resource Institute, Inc.

**Administrative Assistant**

- Prepare Memos, letters, and other documents, using word processing, spreadsheet, database, or presentation software.
- Prepare agendas and attend program meetings to record minutes.
- File and retrieve program documents, records, and reports.
- Correspond with LAL subcontractors using various communication methods including web database, phone, email, and etc. to provide programmatic support.
- Attend, organize, or schedule program related events, include but not limited to, LAL conferences, fundraising events, outreaches, community health fairs, trainings, and etc.
- All other duties as requested.

**Educational Specialist**

- Provide group parenting and prenatal education using Earn While You Learn curriculum.
- Recruit potential participants.
- Recruit life-skills educators for group sessions.
- Maintain Baby Boutique inventory and request items as needed.
- All other duties as needed.

**2010 to Current**

Founder, Garment Ministries- Baton Rouge, La

- Disciple women
- Minister through Outreach
- Lead worship at events and conferences
- Teach Bible Studies



**2005 to 07/2014 Senior Beauty Advisor**

**Walgreens Company- Fayetteville, AR; Baton Rouge, La; Zachary, La.**

- **Planned and coordinated days for trucks, resets and revisions for the department**
- **Assisted customers in finding the right product.**
- **Made sure customers shopping had an experience that was full of care.**
- **Ordered for the department, making sure that the department was well in stock and never empty.**
- **Answered and quickly redirected calls to Management, Employees, or specific departments.**
- **Created detailed expense reports and requests for capital expenditures.**
- **Managed office supplies, vendors, organization and upkeep.**
- **Answered and managed incoming and outgoing calls while recording accurate messages.**
- **Greeted numerous visitors, including VIPs, and vendors.**
- **Maintained a clean department, including stock rooms, restrooms and associated areas.**
- **Compiled company information and related material and distributed it to candidates.**

**2004 to 03/2005 Night Counselor/Tech**

**Piney Ridge Center- Fayetteville, Ar. 4253 Crossover Road, 72703**

- **Counseled abused children/abusers ages 7-17**
- **Overnight watch for children**
- **Kept charts on each child assigned**

**Education**

**2001 Associate of Arts Journalism/ Photography  
Barton County Community College - Great Bend, Ks**

**2012 Theology: Christian Counseling/ Religion  
Life Christian University - Zachary, La**

**2014 Associate of Science: Biblical Studies/Counseling  
Colorado Christian University Online - Colorado**

**Bachelor of Science in Religion: Biblical and Theological Studies  
Liberty University Online - Lynchburg, Virginia**



# Shirley Walker

6230 Maplewood Drive, Baton Rouge, LA 70612

Cell Phone: (225)588-6461, Home Phone: (225)356-1343- [shirley2783@att.net](mailto:shirley2783@att.net)

## Professional Summary:

I am an organized and detailed oriented in customer service with more than 20 years of experience, with a professional friendly disposition, and good communication skills.

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## Skills:

- Customer Service Oriented
  - Appointment setting
  - File charting and filing
  - Directing clients with services
  - Oversee the daily office routines
  - Over 20 years of lay counseling
  - Dependable/ Honest worker
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## Work History

### July 1997 to Current

**Women's Help Center/Family Values Resource Institute, Inc.**

#### Client Service Director/ Caregiver

- In early years, done receptionist duties
- In charge of petty cash and payouts
- Answer phone and route calls
- Schedule appointments according to the guidelines and procedures of the center
- Placed orders for office supplies
- Number and file folders
- Manually record keeping of files
- Quarterly reporting of client's service statistics
- Address the different services provided when requested

## Education

**1968**

### High School Diploma

Westside High School - Amite, 70422, LA

**1972**

### BS Degree, Business Management

Southern University A & M College - Baton Rouge, 70807, LA



## **Patricia Brown**

6555 East Monarch Ave

Baton Rouge, LA 70812

Cell: (225) 937-2642

E-mail: PBCPS@YAHOO.COM

### **SUMMARY OF QUALIFICATIONS**

- Highly self-motivated leader with approximately 40 years of management experience
- Successfully completed Southern University Business Incubation Program
- Fast learner and possess great organizational and communication skills
- Proven ability to lead a team and problem solve independently
- Collaborates and consults with management as needed to assist representatives with challenging situations
- Extremely flexibility and willingness to adapt to change as needed
- A team-player and always looking for ways to improve procedures to promote team success

### **PERSONAL EXPERIENCE**

AT&T Baton Rouge, LA

December 2003 to July 2016

Team Manager

- Team Manager of over 14 customer service representatives and customer care representatives.
- Annual success with eNPS score of the Baton Rouge Call Center.
- Kept abreast and updated on all company products, services and promotions.
- Actively served on the eNPS Committee and Win Local Campaign in Baton Rouge.
- Graduate of the 2014 Management Development Program
- Hold Advanced Support iPhone and Android ATT Certification





Collection and Payment Services 1999 – 2008  
Accounts Manager

- Managed sales by meeting with potential clients
- Conducted staff and new hire training
- Monitored and evaluated performance
- Assisted in the interviewing process

Merchantile National Bank 1994 – 1999  
Collections Manager

- Managed representatives in collection of unpaid debt
- Provided training and implemented policies and procedures
- Handled all scheduling to insure that we have adequate phone coverage

Dillards Department Store January 1980–1994  
Retail Sales representatives/Sales Manager

- First time pacesetter in the department for sales
- Led the company in sales as a Sales Manager for several years
- Consistently recognized by leadership as the highest performer in sales.

**EDUCATION**

Scotlandville High School  
Baton Rouge, LA  
Graduated 1977

Southern University  
Baton Rouge, LA  
1977 to 1979

Spencer College  
Baton Rouge, LA  
Graduated 1981  
Business Management

Southern University Business Department  
Baton Rouge, LA  
New Business Incubation Program for Entrepreneurs  
–Successfully Completed 2001



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## **Latosha S. Isaac**

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### **OBJECTIVE**

To obtain a challenging administrative position within a professional environment providing opportunity for growth and advancement.

### **EXPERIENCE**

#### **SLBS, LLC**

##### **Accounting Department Manager – Baton Rouge, LA**

**2006 - 2012**

- Reported to President/Owner with responsibility for performing accounting functions through preparation of monthly financial systems (Solomon & ServMan).
- Accountable for semi-weekly 941 tax payments, quarterly payroll tax returns, monthly and/or quarterly sales tax reports for 15 states and jurisdictions within, W-2's, 1099's, collections on large accounts, accounts receivable, bank deposits, multiple bank account reconciliations, petty cash, general journal entries, daily cash management, annual workers' compensation monthly reporting, general liability insurance and worker's compensation insurance audits.
- Supervised Accounts Payable, Collections and Payroll.
- Benefits Administration & Human Resources – Health Insurance Plans, 401k, Flexible Spending Accounts, maintained employee files & assisted employees with general information relating to HR and Benefits.

##### **Accounts Payable & Payroll Clerk – Baton Rouge, LA**

**2005 - 2006**

- Reported to Accounting Manager – Assisted with any accounting functions requested.
- Entered all Vendor Invoices into system.
- Processed all vendor payments and employee expense reimbursements.
- Maintained all vendor files.
- Processed bi-weekly payroll – entered all employee time into payroll system and processed direct deposit transfers.
- Processed and mailed garnishment payments.
- Maintained all payroll files.

#### **LOFTON STAFFING**

##### **Temporary Accounting Positions – Baton Rouge, LA**

**2004 - 2005**

- Worked various positions with local companies in the Baton Rouge area until placed at SLBS, LLC & hired permanent.

#### **LAMONS GASKET COMPANY**

##### **Accounting, Payroll & Human Resources Assistant**

**1997 - 2003**

- Responsible for branch checking account – write checks, balance checkbook, reconcile checkbook, weekly deposits, collections & coded checks for the general ledger. Responsible for branch petty cash and all cash



and credit card purchases, entered all cash & credit card purchases into the system. Invoiced all shipments and issued all credit memos.

- Calculated hourly time, track absences, leaving early, kept record of all salary and hourly employees' days away from work & determined whether it was excused or unexcused.
- Processed new hire and termination paperwork, maintained employee records, verified employee current & past employment when requested. Assisted employees with benefit information, such as health insurance, 401k, etc. and any payroll questions.
- Responsible for reporting workers' comp injuries, filling out OSHA Logs, Sales tax for the State of Louisiana & East Baton Rouge Parish
- Assisted in annual inventory counts.
- Relieved the receptionist for lunch and breaks occasionally.

#### **WAL-MART**

##### **Cashier – Part Time**

**1995 - 1996**

- Cash Register Management

Page 2

Latosha S. Isaac

#### **LOUISIANA DEPARTMENT OF LABOR**

##### **File Clerk – Part Time Student Worker (COE Program)**

**1993 – 1994**

- Filed unemployment cards and data entry

#### **EDUCATION**

##### **University of Phoenix, Baton Rouge, LA**

**2007 - 2008**

- Accounting Major

##### **Baton Rouge School of Computers , Baton Rouge, LA**

**1996 – 1997**

- Received Certificate in Computer Literacy

##### **Southern University, Baton Rouge, LA**

**1994 – 1996**

- Computer Science Major

##### **Capitol Sr. High School**

**1989 – 1994**

- High School Diploma

#### **SKILLS**

Windows 2010, Microsoft Office 2010 (Word, Excel, Power Point, Publisher, Outlook) , Microsoft Solomon Accounting Software, ServMan Accounting Software, Credit Card Processing, Pitney Bowes Postage Meters, EFTPS Online System.

#### **REFERENCES**

Available Upon Request.



(225) 752-2513 (Home)

MSCND Financial Management





*MSCND CDC 1 & 2: Nuts and Bolts*

The Art and Science of Grant Writing, U.S. Department of Housing and Urban Development

Louisiana Housing and Finance Agency

**Instructor:** *Resource & Fund Development, LLC Learning Series®*

Donor Relations

Prospect Identification

Nuts and Bolts of Grant Writing

Establishing and Running a Small Fund Raising Program

Grant Writing

Prospect Research

I'm on the Executive Committee: What is my job

Program Evaluation

**Conference** **Black Philanthropy**

**Presenter:** Mid South Regional Conference on Black Philanthropy, 2004

The LANO Grantmakers/Grantseekers Conference, 2004

Promoting African American Philanthropy, The LANO Grantmakers/Grantseekers Conference, 2006

**Board Governance**

The 8<sup>th</sup> Annual National Faith and Community Economic Development Conference,

And Church Administration and Management Institute, 2005

**BR AFP Chapter**

Thinking and Raising Funds Globally through Cultural Awareness, 2010

**WORK EXPERIENCE**

**2001-2003**

**University of Louisiana      Lafayette, LA**  
**at Lafayette**

**Instructor**

Taught Communication 200

**Debate Coach**

Supervised students at debate tournaments

**2001-2003**

**LSD Foundation      Baton Rouge, LA**

**Development Director**

Planned, implemented and executed strategies for fund-raising campaign

Planned and implemented public relations strategies

Managed operations of LSD Foundation office

Performed administrative duties

**Conducted focus group sessions with parents**

**1997-2000**

**Arts Council      Baton Rouge, LA**

**Campaign Director**

Raised \$1.2 million in 2 years

Planned and implemented strategies for the Community Fund for the Arts (CFA) Campaign

Conducted Arts Council membership campaign

Wrote proposals for Arts Council and CFA Campaign

Planned and staffed campaign events – gala, campaign cabinet meetings and report sessions

Conducted Workplace Giving Program – recruited companies and volunteers, trained volunteers, ran

Workplace Giving campaigns, and developed recognition programs

Solicited and cultivated corporate and individual leadership donors, including implementing the first

Individual Giving Society in honor of Mary Frey Eaton and the late Douglas Manship, Sr.

Developed corporate donor recognition program

Conducted research on individuals, foundations and corporations for solicitation

Managed and trained volunteers



Planned campaign calendar  
Developed campaign collateral materials, including writing *Business Report* inserts  
Managed operations of campaign department, including working with local media  
Coordinated public relations for CFA Campaign  
Supervised CFA staff

**1996–1997                      Dillard University                      New Orleans, LA**

***Assistant Director of Development***

Planned and implemented strategies for the annual Alumni Fund Campaign  
Staffed the annual Alumni Fund Campaign Steering Committee  
Wrote appeal letters on behalf of the university president and chairperson of campaign  
Organized phonathon; recruited, trained and supervised student callers; wrote phonathon scripts; prepared reminders for phonathon pledges; and prepared phonathon training material  
Supervised gift receipting and prepared acknowledgement letters

**1994–1996                      Southern University                      Baton Rouge, LA**

***Business Development Coordinator***

Planned, implemented and executed all phases of the development process  
Staffed the College of Business Advisory Council  
Identified, cultivated, solicited or coordinated the solicitation of prospects  
Prepared proposals  
Planned fund-raising events and national cultivation activities for prospective donors  
Prepared, produced and distributed written materials, including quarterly newsletter and press releases  
Maintained database

**1994–1994: *Assistant to the Executive Associate to the President of SU***

Wrote speeches, correspondence and other forms of written communication

**1993–1994: *Assistant Director of Institutional Advancement***

**1991–1993                      Tulane University                      New Orleans, LA**

***Director of Donor Relations***

Assisted in developing strategies for capital campaign, and supervised planning of national capital campaign cultivation events  
Developed, executed and supervised gift acknowledgment and stewardship reporting system  
Developed, planned and implemented donor recognition program  
Supervised the planning and implementation of events and donor cultivation activities, including dedications and investitures  
Wrote fund-raising articles for publications  
Prepared written or developed graphic information  
Assisted with training volunteers for capital campaign  
Supervised the maintenance of donor and prospect records  
Supervised clerical and professional staff  
Developed and monitored budget  
Served as liaison for the chancellor's office

**1990–1991: *Director of Events Management***

**1988–1990: *Program Coordinator***

**EDUCATION**

**1982                      University of Southern MS                      Hattiesburg, MS**

- B.S., Journalism with emphasis in Public Relations

**2008                      University of LA at Lafayette                      Lafayette, LA**

- M.S., Communications with emphasis in Public Relations  
Thesis— Stewardship: A Critical Step in the Fund-raising Process



**PROFESSIONAL MEMBERSHIP**

**Member, Alliance of Nonprofit Management**

**Member, National Association of Professional Women**

**Member, LANO, 2004 - Present**

**Member, Association of Fundraising Professionals (AFP), 1998-present**

- Delegate, AFP, 2000 – 2004
- Member, AFP Committee on Directorship, 2002 – 2004
- Former Member, The Public Relations Association of Louisiana
- Past member, AFP, Greater New Orleans Chapter

